

HEALTH CARE POLICY & FIRE

Department of Health Care Policy and Financing

Contents

Breaking News	1
Help Improve the HCPF Website!	
New Provider Relations Unit at HCPF!	2
Update Your PEAK Quick Links by March 16	2
Social Security Changes	2
The Division for Developmental Disabilities (DDD) has moved!	2
Legislative Update	3
ACA Resources	
CMS Approves Alternative Benefit Plan	
New Stakeholder FAQs Available Online	
ACA Communications Webinar Online Now	4
Increase Enrollment	
Spotlight: Shirley Taylor, Family Health Coordinator/Certified Mediator	
PEAK Training Opportunities	5
Letter to Adult Food Assistance Clients	
Colorado.gov/HCPF/ShareYourStory	
Medicaid Eligibility for Former Foster Care Youth	
12 Month Continuous Eligibility FAQs Available	
Paper Application Training Online Now	7
Improve Health Outcomes	7
Postpartum Depression Screenings & Payment in Pediatric Primary Care	
Offices	
Adult Dental Benefit Update	
Medicaid Dental Providers Wanted	
Contain Costs	
Accountable Care Collaborative (ACC) Update	
Important Contacts	
Health <i>Colorado</i>	
PEAK Tech Support	
Checking Your Medical Assistance Application Status	
Medicaid Customer Contact Center	
Medical Services Board	
Public Rule Review Opportunities	
Employment Opportunities	e

Breaking News

Help Improve the HCPF Website!

The <u>Department of Health Care Policy and Financing</u> website will be upgraded later this year. Please take our brief <u>website survey</u> and give us your feedback about what the site does well, what it could do better, and what you'd like to see in a new, client-focused

website. Please complete the survey by **Friday**, **March 7**. Thank you in advance for being an important part of the site's improvements!

New Provider Relations Unit at HCPF!

The Department has created a new position dedicated to provider relations, recruitment and retention across Medicaid programs. The goal is to ensure a comprehensive network of quality providers that meet high standards for physical, behavioral, dental, and long-term services, and to look at issues related to the workforce of the future.

Marceil Case has transitioned from her position as Accountable Care Collaborative (ACC) section manager to serve as Manager of Provider Relations for Medicaid. Additional staff will be added in the coming months.

For more information, contact Marceil Case.

Update Your PEAK Quick Links by March 16

The web address to access the PEAK homepage has been replaced. PEAK partners and users should note that **www.peak.state.co.us** has been replaced and will no longer link to the PEAK website beginning March 16. Please make sure that you are using one of the following two links to access the PEAK landing page:

http://coloradopeak.force.com or http://colorado.gov/PEAK

For more information and screenshots click <u>here</u>. If you have questions regarding the decommissioning of the old PEAK website please contact CBMS.Liaison@state.co.us.

Social Security Changes

Beginning August 2014, the Social Security Administration (SSA) will no longer issue Social Security number printouts in field offices. Individuals who need proof of their Social Security number and cannot find their card, will need to apply for a replacement card.

In addition, beginning October 2014, SSA field offices will stop providing benefit verification letters, except in emergency situations. Benefit verifications are available online, and can be obtained anytime by registering for a *My Social Security* account located at: www.socialsecurity.gov/myaccount, or by calling 1-800-772-1213. For more information please visit the SSA's resource page: http://www.socialsecurity.gov/thirdparty/whatsnew.html.

The Division for Developmental Disabilities (DDD) has moved!

Effective February 3, 2014, the Division for Developmental Disabilities (the Division) moved from the Department of Human Services (DHS) to the Department of Health Care Policy and Financing (HCPF), forming the first administrative unit under the newly formed Office of Community Living. The final legal transfer occurs April 1, 2014, the effective date of regulations transferred between Departments.

HCPF will administer eleven of the state's twelve Medicaid Home and Community-Based waivers once the transfer is complete. This consolidation was authorized by the passage of HB13-1314 to eliminate system fragmentation and improve the efficiency of the programs.

To reach Division staff by phone, please follow this <u>link for the phone list</u> or call 303-866-2993 to be connected. Email addresses remain the same. Any items being mailed or delivered to the Division should be addressed to the HCPF main address at: 1570 Grant St., Denver, CO 80203.

For more information, contact Joanne Svenningsen.

Legislative Update

We are halfway through the 2014 legislative session, which must adjourn by midnight on May 7, 2014.

The Department has three bills:

1. <u>SB14-067 Aligning State Medicaid Eligibility Categories with Federal Law (Sen. Aguilar/</u> Rep. Singer)

This legislation consolidates the numerous eligibility categories (now obsolete under federal law) in statute into four categories with standardized age and income limits. The four categories are: children, pregnant women, parents and caretakers, and adults. **This legislation alignment will not affect current eligibility requirements or the services clients receive.**

Status: Signed into law by Governor Hickenlooper on February 27, 2014

2. <u>SB14-143 Nursing Facility Provider Fee Clarification (Joint Budget Committee bill)</u>
This legislation is needed to clarify that prior year rate adjustments, including settlements and appeals, will be handled through a payment process in the following year through the Nursing Facility Provider Fee.

Status: Passed the Senate Health and Human Services Committee on February 26, 2014

3. DHS/HCPF Transfer of Authority (Joint Budget Committee bill)

This legislation is a continuation of the Department's ability to transfer Medicaid funds to the Department of Human Services for administering programs paid for by Medicaid. This section of statute includes a repeal date of September 1, 2014 and this legislation will eliminate the repeal date.

Status: The Joint Budget Committee approved to run the bill but it has not been introduced

For more information, contact MaryKathryn Hurd.

ACA Resources

CMS Approves Alternative Benefit Plan

On February 10, the Centers for Medicare and Medicaid Services approved Colorado's Alternative Benefit Plan. The approval of the plan is effective January 1, 2014. The benefit package for newly eligible Medicaid clients will be largely the same as the <u>current Medicaid benefits</u>, including the enhanced mental health and substance use disorder benefit and new dental benefit, which begins in April 2014.

In accordance with federal law, the newly eligible Medicaid clients will receive preventive and wellness services as defined by the <u>U.S. Preventive Services Task Force (USPSTF)</u> with a rating of A or B and the <u>Advisory Committee on Immunization Practices (ACIP)</u>.

In an effort to align Medicaid benefits, the current Medicaid benefit package will be expanded to include these preventive and wellness services. Additionally, the newly eligible Medicaid clients will receive habilitative services.

Most USPSTF and ACIP recommended preventive and wellness services are currently covered by Medicaid, but on January 1, 2014, new preventive and wellness procedure codes were made available. For more information regarding the covered preventive and wellness services see the February 2014 Provider Bulletin.

New Stakeholder FAQs Available Online

The Department has posted new stakeholder Frequently Asked Questions on Colorado.gov/HCPF/ACAResources. To view stakeholder FAQs click here.

Still have questions? Send your questions about Colorado's implementation of the health reform law to: ACAImplementation@hcpf.state.co.us. Responses will be posted here: Colorado.gov/HCPF/ACAResources and/or Colorado.gov/Health.

ACA Communications Webinar Online Now

The <u>Department of Health Care Policy and Financing</u>, <u>Division of Insurance</u> and <u>Connect for Health Colorado</u> released a new joint communications webinar. The webinar discusses how community partners can assist in reaching the uninsured and begin to educate consumers on how to use their coverage. The webinar can be found on <u>Colorado.gov/HCPF/ACAResources</u> or by clicking <u>here</u>. Following the webinar, if you have questions please submit them to <u>ACAImplementation@hcpf.state.co.us</u>.

Increase Enrollment

This new section of At a Glance will feature Family Health Coordinators, counties and others on the front lines assisting Medicaid and CHP+ clients. The Q & A will highlight successful local strategies for reaching clients.

Spotlight: Shirley Taylor, Family Health Coordinator/Certified Mediator

Healthy Communities/EPSDT Programs, Mesa County

Number of Years Working with Medicaid clients: 23

Question: What has worked well in reaching your community?

Answer: I attribute much of the success of this program to the diligence of our recent leadership at the State level, carefully nurtured relationships with partners in the community and personal dedication to each individual client.



EPSDT benefits for children, mirror a treasure locked in a vault. In my effort to meet the needs of my clients, I rely on trusted community allies to assist me in proffering solutions. Any one of us, or a combination of our efforts may hold the key to access the resource for that particular client.

In a given day, I may be called upon to consult with a pediatrician, adjust my literacy level to clarify information for a client, help locate clients for appointment reminders, do multiple initial intakes with prospective or current clients for assessment of need and appropriate referral, triage a billing issue, troubleshoot for a home visitor in the field. The list of situations is extensive and unpredictable.

I have dedicated over a third of my life to the cause this program upholds, and I believe in the outcome of our intentions more than I did at the inception of my personal journey with EPSDT. I find it a necessity of my role to be an active listener, to allow clients to be truthful and to express my compassion without judgment.

Most importantly I assume the role of educator, it is basic knowledge that to simply enroll a client in Medicaid is ineffective if they do not become informed and participatory.

Each day lends me the unprecedented opportunity to connect with unique individuals who are in need. I am able to address their situation, tender support systems and resources specific to their lives with the goal of giving them hope, and in time, a sense of self-worth and confidence in their ability to succeed.

Key Statistics: I communicate with the Department of Human services frequently and I routinely make at least 200 to 250 interactions per month.

If you or someone you know is a Family Health Coordinator with a story or best practices for outreach to share in a future edition of At a Glance, contact <u>Jeff Helm</u>.

PEAK Training Opportunities

NEW PEAK Training: How to Navigate PEAK

This new training includes the most recent PEAK enhancements made on February 23, 2014 and is fewer than 30 minutes long. This training is geared towards Certified Application Assistance Sites, Connect for Health Colorado Health Coverage Guides and Assistance Network Sites and Insurance Brokers and Agents. It is available at Colorado.gov/hcpf/ACAResources or by clicking here.

The PEAK Outreach team will be hosting additional training opportunities via webinar. For a complete list of training webinars visit the PEAK Outreach Training Calendar https://example.com/here/.

New Application Walk-Through

March 10, 2014, 1:00 p.m.

Pre-recorded webinars can be viewed on <u>Colorado.gov/PEAK</u> under Resources for Community Partners or by clicking <u>here</u>.

REMINDER: The next regular PEAK Support Call will take place on Wednesday, March 5, 2014 at noon. County and community-based staff can connect with PEAK subject matter experts and hear updates on known issues and resolutions.

For more information, please contact: PeakOutreach@bouldercounty.org.

Letter to Adult Food Assistance Clients

The Department has worked with the Department of Human Services to send <u>letters</u> to over 45,000 adults currently receiving Food Assistance (SNAP) letting them know they may be newly eligible for Medicaid. Adult Food Assistance clients have begun to receive their letters this week.

Information already on file through the Food Assistance program can be used to determine if these individuals are likely eligible for Medicaid, without requiring a new application. The client can log into PEAK and, within "Report My Changes," add medical assistance to their existing application/case. If a client does not have a PEAK account, they can create one at any time and utilize the "Report My Changes" function. For more information on how to create a PEAK account go to Colorado.gov/PEAK.

If clients have questions about the letter they received, they should contact the Medicaid Customer Contact Center to reach dedicated representatives at 1-800-221-3943/ TDD 1-800-659-2656. Hours of operation: Monday through Friday, 7:30 a.m. to 5:15 p.m. (closed state holidays) and Friday mornings from 10:00 a.m.-11:00 a.m.

Colorado.gov/HCPF/ShareYourStory

The Department is looking for personal stories about how Medicaid or Child Health Plan *Plus* (CHP+) has made a positive impact on you, a client or patient. Client stories can help the Department educate other Coloradans about the benefits of health insurance coverage. With a client's permission, we may also use their story when talking with the media or elected officials. We will not share a client's story without their written permission. For more information or if you know of a client that may be willing to share their personal story with us visit Colorado.gov/hcpf/ShareYourStory.

Medicaid Eligibility for Former Foster Care Youth

Qualifying Former Foster Care Youth are now eligible for Medicaid -- regardless of their income -- up to age 26. Colorado's rule was approved at the January 2014 Medical Services Board meeting, and extends Medicaid to former foster care youth who were in Colorado foster care at ages 18, 19, 20 or 21 and were receiving Medicaid. This rule does not apply to former foster care youth who emancipated out of foster care prior to their 18th birthday.

Qualifying Former Foster Care Youth have been sent Proof of Medicaid Eligibility letters to their last known address from the state TRAILS data system. The letters include instructions for providers on billing procedures using the letters.

The Department encourages outreach workers to prompt Former Foster Care Youth to update their address with their county of residence to receive important information.

For more information about Former Foster Care Youth Medicaid Eligibility, please see the Department's Frequently Asked Questions on Colorado.gov/HCPF/ACAResources.

12 Month Continuous Eligibility FAQs Available

Beginning March 1, 2014, the Department's twelve month continuous eligibility policy for Medicaid or Child Health Plan *Plus* (CHP+) children under the age of 19 will be implemented. Continuous eligibility ensures children remain enrolled in either Medicaid or CHP+ for 12 months, regardless if their household experiences a change in income or size. For more

information on continuous eligibility please see the Department's frequently asked questions here.

Paper Application Training Online Now

The Department has released an online training on the paper application. The training will guide individuals through the paper application, answer common questions about the paper application and provide tools to assist clients with the application. The training is a web based format so users can complete the training at a time that is convenient for them and refer back to it later if needed. If you do not already have one, you will need to create a CO Train account. You can access the training by going to traincolorado.com or by clicking here. Questions regarding the training should be directed to SOC_StaffDevelopment@state.co.us.

Improve Health Outcomes

Postpartum Depression Screenings & Payment in Pediatric Primary Care Offices

Postpartum depression occurs during pregnancy up to one year after giving birth, or one year after a pregnancy loss. In Colorado, more than one in every 10 women who give birth may experience signs and symptoms of depression. This makes depression the most common complication of pregnancy.

Postpartum depression screening is included in the expanded fee-for-service depression screening benefit effective January 1, 2014, which is limited to one (1) screen per year. Medicaid fee-for-service primary care providers, pediatricians and family medicine providers are encouraged to screen new moms for depression at well child visits using the mom's Medicaid state ID number.

If a behavioral health need is identified after screening, the provider should assist with referring the mother to a Behavioral Health Organization (BHO) or Regional Care Collaborative Organization (RCCO) provider. Contact information for the BHOs, referral information and Health TeamWorks depression guideline information can be found in the Department's online Addressing Depression in Primary Care tool kit at this link https://example.com/hCCP

For more information, contact <u>Jerry Ware</u>. For additional billing information contact <u>Alex Stephens</u>. For RCCO contact information, click <u>here</u>.

Adult Dental Benefit Update

Beginning April 1, 2014 the Department will implement a limited Adult Dental Benefit. The Adult Dental Benefit will allow Medicaid enrolled clients age 21 years and over to receive a number of basic dental services currently offered to children such as evaluations, diagnostic imaging, preventive and restorative services. Adult Medicaid clients may receive up to \$1,000 of the dental services per 12-month state fiscal year period (July 1 – June 30). The adult benefit is limited to the dental services that are currently offered to children and do not require a prior authorization request.

A more comprehensive adult dental benefit is scheduled to begin on July 1, 2014. More information on the <u>dental benefits collaborative meeting series</u> and the covered services that will be included as part of the comprehensive adult dental benefit will follow in the coming months' Provider Bulletins and will be posted on the Department website <u>here.</u> Providers must be

enrolled in Medicaid in order to receive reimbursement for services rendered. For enrollment information and forms please refer to the <u>enrollment page</u> under provider services on the Department website. Updates and resources specific to Dental provider enrollment will be made to the enrollment page in the coming months, please continue to check back for updates.

For more information, contact Dawn McGlasson.

Medicaid Dental Providers Wanted

The Department is developing new resources to assist dental providers with completing the <u>Provider Application</u>, including a new dental provider enrollment webinar and a coordination effort with the Department's Provider Enrollment vendor. Several community partners have launched their own initiatives to help enroll dental providers and have joined the Department in its efforts to increase dental provider participation in Medicaid. These programs include the <u>Colorado Dental Association's "Take 5"</u> campaign, as well as the ongoing efforts of the <u>Cavity Free at Three Program</u>.

Ready to apply to be a Medicaid dental provider? Click here to enroll.

For more information, contact Dawn McGlasson.

Contain Costs

Accountable Care Collaborative (ACC) Update

The ACC Program represents a committed effort to transform the Medicaid program into an integrated system of better care for all its members, and to lower costs for the State of Colorado.

Estimated enrollment in the ACC reached 481,000 as of February 2, 2014.

Important Contacts

Health Colorado

<u>Health Colorado</u> is a state program that helps people in Medicaid choose the health plan they want to get Medicaid services from. Health *Colorado* sends letters to all newly enrolled Medicaid clients letting them know about their Medicaid health plan options. You can call Health *Colorado* to find out about Medicaid health plans and how to choose the health plan you want. To find out more about choosing your Medicaid health plan click <u>here</u>.

Contact Health Colorado In Denver: 303-839-2120

Outside of Denver: 1-888-367-6557

TTY: 1-888-876-8864

Hours: Monday-Friday, 8:00 a.m. to 5:00 p.m. (closed state holidays)

The Health *Colorado* number is **not** for information on Medicaid benefits or to find out if you qualify. To find out more about Medicaid benefits click <u>here</u>. To find out the status of a submitted Medical Assistance (Medicaid and Child Health Plan *Plus*) application click <u>here</u>.

PEAK Tech Support

Consumers and community partners should submit a description of technical issues, such as an error message, they are having to CBMS.Help@state.co.us. County eligibility workers should submitted a Help Desk Ticket through the CBMS Service Desk.

Checking Your Medical Assistance Application Status

Coloradans can check the status of their Medical Assistance Application (includes Medicaid and Child Health Plan *Plus* (CHP+)) by calling 1-800-359-1991 between 8:00 a.m. and 6:00 p.m. Monday through Friday (closed <u>state holidays</u>).

If you are awaiting an eligibility determination visit <u>Colorado.gov/HCPF/MyApplication</u> or click <u>here</u> to learn more about your next steps.

Medicaid Customer Contact Center

As a reminder, questions pertaining to current client cases or benefits should be directed to the Medicaid Customer Contact Center. You can reach the Customer Contact Center at:

Toll Free: 1-800-221-3943/ TDD: 1-800-659-2656

Email: Customer.Service@hcpf.state.co.us

Hours of operation: Monday through Friday, 7:30 a.m. to 5:15 p.m. (closed <u>state holidays</u> and

Friday mornings from 10:00 a.m.-11:00 a.m.).

Medical Services Board

Public Rule Review Opportunities

Partners who are interested in a one-on-one discussion with Department staff about upcoming rules are invited to attend the Department's Public Rule Review Meeting. Information is available on the Public Rule Review Meetings web page. Reasonable accommodations for the meetings are provided upon request for persons with disabilities.

If you would like more information, or to be added to the Medical Services Board email distribution list, please contact <u>Judi Carey</u>.

Employment Opportunities

Applying for state government jobs is easy. Applications are electronic, you will receive updates, and you do not need to answer any written questions until it is determined that you meet the minimum qualifications. Check out the website for State of Colorado jobs including the Department of Health Care Policy and Financing jobs.

The Department offers a competitive benefits package that includes the Public Employees' Retirement Account (PERA), a 401K or 457 retirement plan, health and dental insurance options, 10 holidays, and accrual of paid sick and vacation time.

The Department is a tobacco-free campus.

Enrollment

In January 2014, there were 889,665 Coloradans enrolled in Medicaid and 61,119 Coloradans enrolled in CHP+.

Subscribe/Unsubscribe